



# Pre-2002 Ordering Process

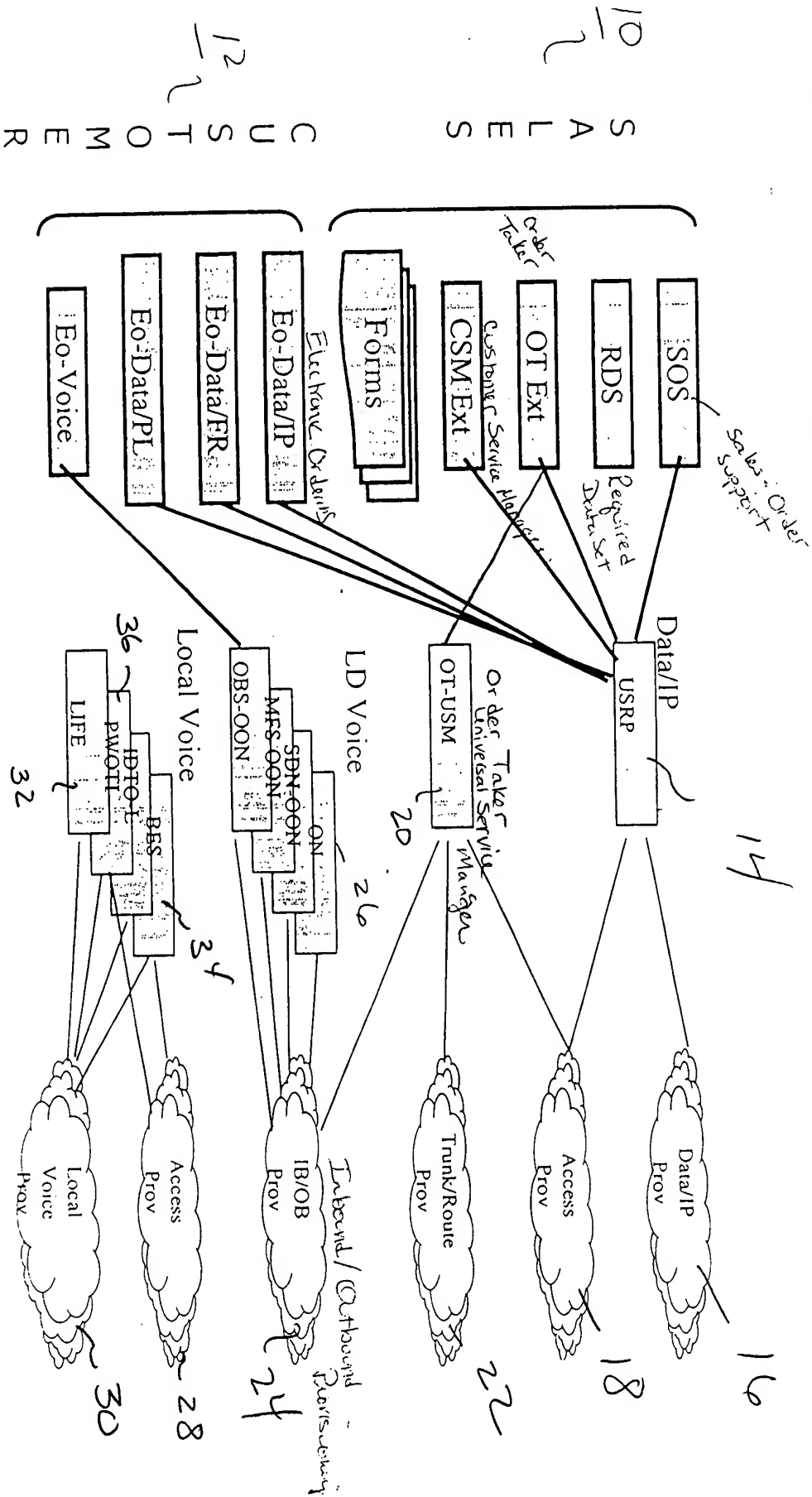


FIG. 1 (Prior Art)

# YE 2002 Process Flow

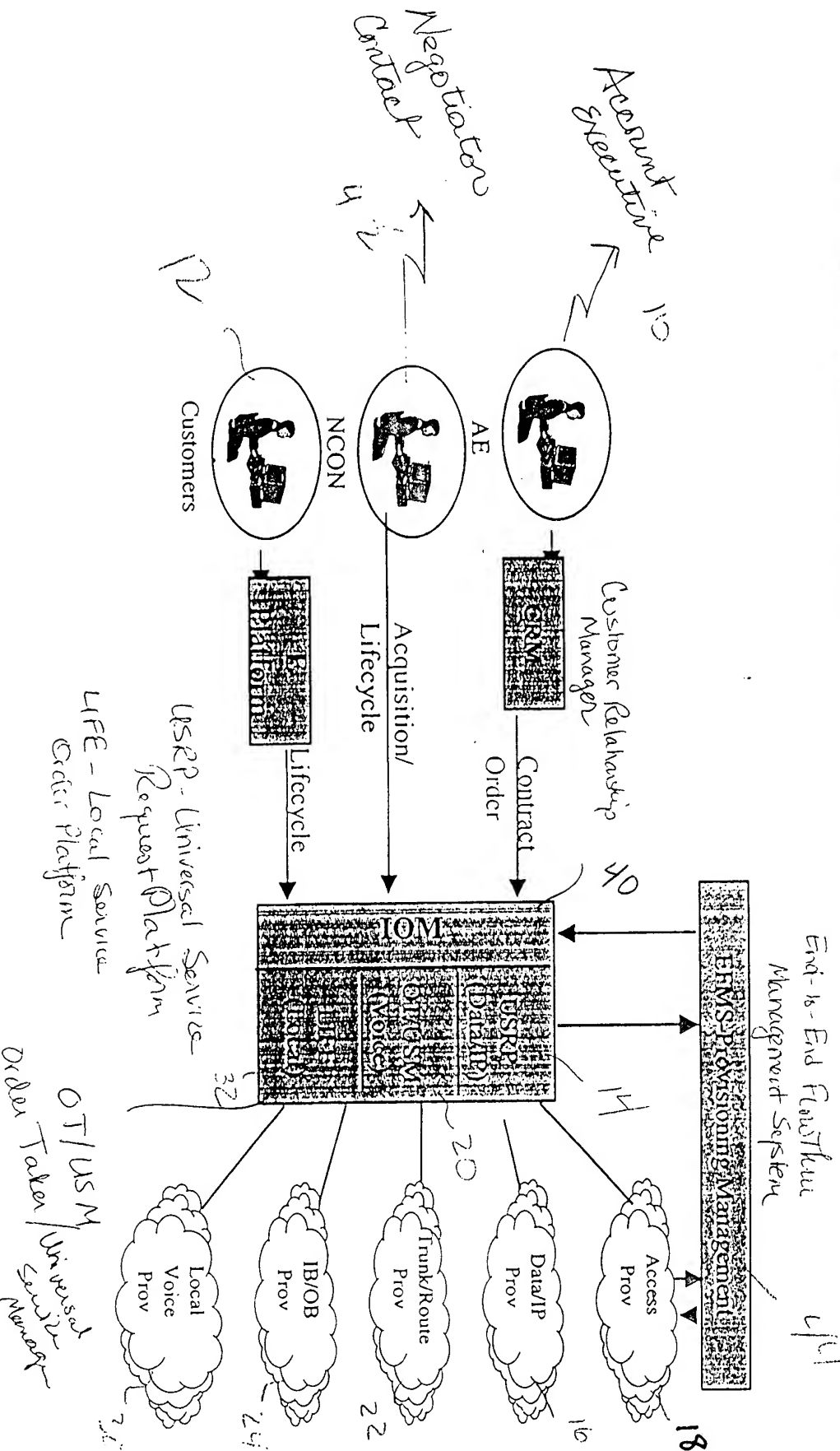


FIG. 2



# AT&T Labs Innovation Forum

IOM



Customer



Sales (AE)



Channel Partners



NCON/Operations

IA/  
eIOM

12

Customer Relationship Manager

10

Customer  
Connect

42

## Integrated Order Manager (IOM)

40

6 red Taki  
Universe, Inc. Range/Wife

14

USRP

OT/USM  
ON/OONS

GridLife/act  
PWOT

IGEMS  
S Glob. Enterprise Sg

IP/ATM/Voice  
Flow/High  
Provisioning

IP/ATM/Voice  
Flow/High  
Provisioning

IP/ATM/Voice  
Flow/High  
Provisioning

IP/ATM/Voice  
Flow/High  
Provisioning

IP/ATM/Voice  
Flow/High  
Provisioning

IP/ATM/Voice  
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Provisioning

IP/ATM/Voice  
Flow/High  
Provisioning

IP/ATM/Voice  
Flow/High  
Provisioning

IP/ATM/Voice  
Flow/High  
Provisioning

IP/ATM/Voice  
Flow/High  
Provisioning

E-T - E Flow thru Mgt Systems (EFMS)

ICORE ...

IP Depot  
NIPA...

BPP  
SDI/Netplan...

TOPAS  
NIS...

ASR  
COLR...

ASR  
COLR...

ASR  
COLR...

ASR  
COLR...

ASR  
COLR...

ASR  
COLR...

ASR  
COLR...

ASR  
COLR...

ASR  
COLR...

DACS/FFI  
ATM Network

IP  
Network

Next  
Generation  
Network

Switch Network  
(SESS, SESS  
Network

LNS  
Network

LNS  
Network

LNS  
Network

LNS  
Network

LNS  
Network

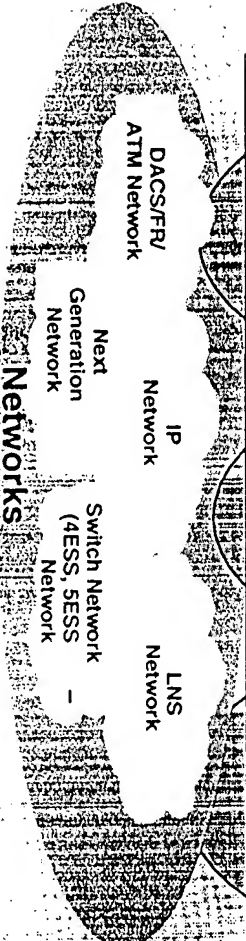
LNS  
Network

LNS  
Network

LNS  
Network

LNS  
Network

LNS  
Network



Customer Work Flow Management

Product  
Catalog

52

Account  
Management  
(UAM)

54

Billing  
Account  
Profile

56

Universal  
Bill

58

Customer  
Financial  
Management

60

Account Mgmt. & Billing

FIG. 3

10/14/02

AT&T Proprietary



AT&T

AT&T Labs Innovation Forum

# IOM New Frame Relay Access, Port and PVC Express Order

Integrated Ordering Manager (IOM) - Microsoft Internet Explorer

Tue Aug 13 17:22:54 EDT 2002 User: IOM9026337

Back

Forward

Stop

Refresh

Home

Search

Favorites

History

Mail

Print

Edit

Discard

AT&T Business

Integrated Order Manager (IOM)

Home | Interactive Advantage | Write Us | Close | Help

CRM Data Gathering

Account

Order

Open

Project Management

View

Help

New Service

Frame Relay

ATM

Private Line

Dedicated Voice

Switched Voice

Change Service

Disconnect Service

Project/Cart

Project Management

Inventory

Reports

Status

Profile

Outbound Switched Voice Training

Frame Relay Product Catalog

Please select one product:

Partial Order

New T1.5 with M24 Access

New FR Port

New FR PVC

Partial Order

New FR Port

\* Country:

New FR PVC

Domestic Frame Relay

Express Order

Access, Port, PVC Express Ordering

Access, Port Express Ordering

PVC, STW PVC Express Ordering

International Frame Relay

\* For Full T1.5 ports, access can be ordered from Port screen.

FIG. 4

## CRM Data Gathering

**Add New Frame Relay Access, Port, PVC**  
Page 1 of 6

Page 1 of 6

### Select Account Information

Select the Account for the order if it is not correct.  
Note: Fields marked with a black asterisk (\*) are required

\* This order is being placed for:

**\* Select Contract/CAPN:**

MCN/AT&T	GRC	SOC	Name
----------	-----	-----	------

7200230 000 ME 3CCM 98103001 262

\* Enter the Technical Contact who can answer questions from AT&T about the order.  
The Technical Contact's Email address and/or Fax number is required.

Select Existing Name:

Enter New Name:

**\* phone:**

**Email:**

**Fax:**

Inventory

## reports

tatus

rotile

- Outbound Switched Voice Training

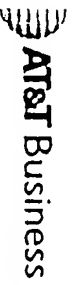
$$\frac{H}{G} \cdot G$$

Back

Next

品牌设计

6 f



# Integrated Order Manager (IOM)

## CRM Data Gathering

Home | Interactive Advantage | Write Us | Close | Help

Aug 13 17:27:01 EDT 2002 User ID: 9920337

View Cart

Account Search

New Service

Frame Relay

ATM

Private Line

Dedicated Voice

Switched Voice

Change Service

Disconnect Service

In

Project/Cart

Project Management

Inventory

Reports

Status

Profile

Outbound Switched  
Voice Training

### Enter Port Information

Add New Frame Relay Access, Port, PVC  
Page 2 of 6

Port Bill To

64K (1 Channel on a T1.5 W/M24)

LMI

(AT&T's default is LMI)

\* Select a Port Speed:

Port Alias:

New POR (Name to use on future reports)

Port DLCI:

(If Blank, one will be assigned. Range 16 to 1007)

Back

Next

Cancel

FIG. 6

CRM Data Gathering

Enter Access Information

Add New Frame Relay Access, Port, PVC  
Page 3 of 6

- Account Search
- New Service
- Frame Relay
- ATM
- Private Line
- Dedicated Voice
- Switched Voice
- Change Service
- Disconnect Service
- Project/Car
- Project Management
- Inventory
- Reports
- Status
- Profile
- Unbound Switched
- Voice Training

The speed you selected requires T1.5 With M24.

\* Do you want to search for an existing T1.5 With M24?

☐ Yes, Search for an existing T1.5 With M24

☐ No, Order a New T1.5 With M24.

\* No Channels selected.

\* Select a Jack Type: RJ48X SINGLE-CKT (We recommend SINGLE-CKT)

\* Use AT&T Preferred Access Provider?

☐ Yes

☐ No (Note: Selecting "No" may incur extra charges)

Special Installation Instructions (i.e.: Call first before coming):  
Special Characters are not allowed and you can not exceed 143 Characters.

270

Important: Inside wiring is your company's responsibility.

F16.7

